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USWEST

Kenneth T. Cartmell
Executive Director - Federal Regulatory

June 29, 2000

Mr. Dale Hatfield
Chief, Office of Engineering and Technology
Federal Communications Commission
445 12th Street, SW, Room 7-C155
Washington, DC 20554

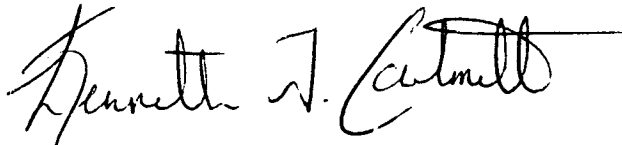
RE: CFR 47, Section 63.100
Final Service Disruption Report, Burnsville, MN
BRVLMNBU89G

Dear Mr. Hatfield:

On May 30, 2000, U S WEST Communications (USWC) experienced a Service outage in Burnsville, Minnesota. In accordance with the reporting rules, CFR 47, Section 63.100, enclosed is USWC's Final Service Disruption Report for this outage.

Please contact me if you have questions concerning this report.

Sincerely,



Attachments

cc: Mr. Robert Kimball
Mr. Doug Sicker

Final Service Disruption Report

Reporting Company: U S WEST

Location of Disruption: Burnsville, MN

(BRVLMNBU89G)

1. Date and Time of Incident:

May 30, 2000 at 0503 CDT.

2. Geographic Area Affected:

The communities of Burnsville, Le Sueur, Lexington and Gaylord, MN were affected.

3. Estimated Number of Customers Affected:

Approximately 34,000 U S WEST customers were affected by the outage.

4A. Types of Services Affected:

All services for Burnsville were affected. InterLATA, IntraLATA, toll, and Operator Services were impacted in the other communities.

4B. 911 Service Affected:

Burnsville 911 service was affected, due to loss of dial tone.

5. Duration of Outage:

Service was restored at 0639 CDT, for a total duration of 1 hour and 36 minutes.

6. Estimated Number of Blocked Calls:

There were approximately 3,300 blocked calls.

7A. Root Cause of the Incident:

The root cause of the incident was water leaking onto power equipment in the Central Office (CO).

A fracture in the CO roof allowed rain to enter the building when a heavy storm passed through the area. The rain dripped onto power equipment, tripping breakers on the load side of the equipment.

7B. Name and Type of Equipment:

Nortel DMS100 switch

7C. Specific Part of Network Affected:

Central Office switch.

8. Method(s) Used to Restore Service:

Technicians reset the breakers and reloaded the switch information from backup tape to restore service.

9. Steps Taken to Prevent Recurrence of Outage:

The following steps have been or will be taken to prevent recurrence of the outage:

The flaws in the roof were found and temporary repairs performed, immediately. Permanent repairs were completed June 6, 2000.

The switch was inspected for damage during the maintenance window. All power converters were pulled and inspected. Two circuit packs were replaced as a preventive measure and the Message Switch was successfully initialized. The Communication Module was also initialized and recovered successfully. There were no signs of permanent damage to the switch.

10A. Applicable Best Practice(s):

U S WEST reviewed Network Reliability: A Report to the Nation, June 1993 and evaluated all recommendations and best practices by focus area. Based on the root cause analysis, the most appropriate focus areas are:

Section B - Signaling Network Systems

Reference 6.1.1 - Root Cause Analysis

Section F – E911 Systems

Reference 6.4 Network Management Center

10B. Best Practice(s) Used:

Section B - Signaling Network Systems

Reference 6.1.1 - Root Cause Analysis

Section F – E911 Systems

Reference 6.4 Network Management Center

10C. Analysis of Effectiveness of Best Practice(s):

Section B - Signaling Network Systems

Reference 6.1.1 - Root Cause Analysis

While this recommendation is specific to Signaling Networks, U S WEST currently requires a root cause analysis on all significant network failures.

Section F – E911 Systems

Reference 6.4 Network Management Center

This recommendation describes the use of centralized network management centers to monitor the E911 network as a unique entity, separate from the rest of the network.

U S WEST network traffic for E911 trunk groups is monitored in the two regional Network Management Centers. U S WEST also has two Regional network Reliability Operations Centers with responsibility for monitoring the health of the network.

Contact Person:

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FCC INITIAL REPORT
U S WEST - Large Scale Abnormal Condition Report (LSACR)
Service Disruption Report

[] 120 MINUTE REPORT [X] 3 DAY REPORT

ACR #: MN-000530.001Date Of Incident: 5/30/00 Time Of Incident: 05:03 CDTGeographic Area Directly Affected: BURNSVILLE MN
(Cities, LATA(s), States(s))CLLI code(s) for affected area: BRVLMNBUS96Estimated Number of Customers Affected: 33 988
(i.e. Access lines in the switch, LATA(s) or States(s))Types of Services Affected (e.g. Local, Toll, 800, 911, FAA, etc.): TOLL, LOCAL, 800, 911Duration of Outage (Hours & Minutes): 1 HOUR 36 MINUTESEstimated Number of Blocked Calls: UNDER INVESTIGATIONApparent Cause of Incident: UNDER INVESTIGATIONMethod Used to Restore Service: RE-BOOT FROM TAPESteps Taken to Prevent Recurrence: UNDER INVESTIGATIONCONTACT PERSON: Kenneth Cartmell-Exec. Dir-Fed Regulatory Ph: 202-429-3136
U S WEST
1020 19th Street NW Suite 700, Washington, D. C. 20036Tim Mason
Vice President - NROC
Ph: (303) 707-5100
U S WEST
700 W. Mineral, Littleton, CO 80120-or-
Dave Rygh
Director - Network Management Center
Ph: 303-707-5608
U S WEST
700 W. Mineral, Littleton, CO 80120Date Reported to FCC: 5/30/00Person Faxing Report: WALT JOHNSONTelephone Number: 303-707-6877Time Reported to FCC: 08:01 (CDT)
(Include AM/PM, Time Zone)
Time Confirmed with FCC: _____

FCC Contact Name: _____

PRI FAX: Monitoring Watch Officer (202) 418-2812-Confirm at (202) 632-6975
Secondary FAX: Monitoring Watch Officer (301) 725-2521 - Confirm at (301) 725-2278
(To be used only at the direction of the Primary Fax Monitoring Watch Officer)**Also FAX to:** U S WEST Federal Relations Office at (202) 296-5157**Also FAX to:** Karen Eccli/Jane Quigley (303) 707-2229**Also FAX to:** Glenda Weibel (206) 345-2129**Also FAX to:** Bev Sharpe (303) 694-1719